



## UNITED STATES MARINE CORPS

COMMANDER, MARINE FORCES RESERVE  
4400 DAUPHINE STREET  
NEW ORLEANS, LOUISIANA 70146-5400

# ORIGINAL

ForO 2060.1

G-6

20 Jul 99

### FORCE ORDER 2060.1

From: Commander  
To: Distribution List

Subj: GUIDANCE AND ADMINISTRATIVE CONTROLS ON THE USE OF  
GOVERNMENT TELEPHONE SERVICE

Ref: (a) DODINST 4640.14  
(b) GSA FIRMR BUL C-18 Rev-1  
(c) NAVCOMTELSTANOLAINST 2066.1  
(d) NAVCOMTELCOMINST 2066.1A  
(e) COMNAVTELCOMINST 2300.17A  
(f) SECNAVINST P5215.5B  
(g) DISA VIDEO TELECONFERENCING HOMEPAGE

Encl: (1) Sample Receipt Letter for Commercial Calling Cards  
(2) FTS-2001 AT&T Prepaid Card Ordering Form  
(3) Sample Letter of Reimbursement

1. Purpose. To promulgate implementing instructions and additional guidance in order to limit the potential for waste, fraud, and abuse of government telephone service. Telephone service, to include Defense Switch Network (DSN), Federal Telecommunications System 2001 (FTS-2001), 1-800 service, calling cards, cellular phones, and computer dial-in, within the Marine Forces Reserve (MARFORRES) is for official use only. Reference (a) contains the basic guidance regarding the establishment and use of government telephone services aboard all bases. Reference (b) provides information on FTS-2001 contract services. Reference (c) provides information on procedures for services provided to the MARFORRES Headquarters by the Base Communications Office New Orleans. References (d) and (e) are incorporated in this Order. These controls are published in accordance with paragraph 8006 of reference (f). Reference (g) contain information and procedures concerning Defense Information Systems Agency (DISA) transition to nationwide Video Teleconferencing (VTC).

### 2. Background

a. Federal Telecommunications System 2001 (FTS-2001).  
Reference (b) provides procedures and guidance on the requirements

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for requesting and maintaining FTS-2001 telephone service. The Commander, Naval Telecommunications Command (COMNAVTELCOMM) is the responsible agency for FTS-2001 within the Department of the Navy. The General Service Administration (GSA) administers the FTS-2001 system and provides billing to COMNAVTELCOMM. Headquarters (HQ) MARFORRES budgets and pays for the FTS-2001 services for all of MARFORRES. Although commands do not pay directly for FTS-2001, there is a cost to the government and FTS-2001 should not be considered free. The use of FTS-2001 is limited to official government business and should be used only when DSN is not available.

b. Commercial long distance service, 1-800 service and calling cards are telecommunication services that have often been subject to fraud, waste and abuse. Accordingly, this Order sets guidelines for limiting the potential for abuse through command oversight according to references (a) to (c). The initiation of long distance service must be limited to authorized persons within the MARFORRES. Command attention at every level is required to insure that services provided by the FTS-2001 are not abused.

### 3. Information

a. Services received. Telecommunications support for MARFORRES units varies by location. Specifically, if the unit is collocated on a military installation that has a base telecommunications office (Base Tel), then the unit receives all of its services, to include long distance and calling cards, through the Base Tel. Bills should also be received via the Base Tel. In the same manner, the collocated unit's budget has been balanced by MARFORRES to pay for their services to the Base Tel. If an Inspector-Instructor (I-I) is a stand-alone unit, meaning that it is not on a military installation, then it orders and receives its telecommunications services, other than local line service, via MARFORRES G-6. Stand-alone units should receive a copy of their bill through the mail. HQ MARFORRES pays for all stand-alone unit's long distance, calling cards, and 1-800 voice service. A description of services provided for I-I's located on a military installation and stand-alone units are contained in this Order.

b. Types of calls. FTS-2001 is the long distance carrier provided to the Department of Defense and many other government offices. FTS-2001 service is provided by the long distance company that has been awarded the contract. When a telephone call is originated from one office on the FTS-2001 contract to another office on the same contract, the call will be billed at the FTS-2001 rates. In contrast, when a call is originated from one office using DSN to another office using DSN, the call is billed at

government DSN rates. MARFORRES units have both FTS-2001 and some DSN service. Finally, there is the occasion when a call is originated from one office that has FTS-2001 and/or DSN service to another office that does not have these services or, in some cases, have lines that are not on the FTS-2001 contract. In these cases, the call is billed at the normal commercial long distance rates of the same company that is providing FTS-2001 service.

#### 4. Types of Services and Controls

##### a. Collect Commercial Toll Calls and 3rd Party Billing.

Collect commercial toll calls and third party billing calls are not authorized except under emergency conditions as determined by the local site commander. All commands within MARFORRES are required to contact the Local Exchange Carrier (LEC) or the local civilian activity that provides the local "dial-tone" service to the I-I Site and request a carrier block on third party billing on all telephone numbers within their command.

b. Commercial Telephone Calling Cards. FTS-2001 Federal and Prepaid Calling Cards are the only authorized calling cards for use within MARFORRES. FTS-2001 Federal Calling Cards will only be requested by the I-I, commanding officer or MARFORRES section head for individual members of the command who require access to this service in order to conduct official government business. Calling cards will be issued on a "need to have" basis. Prepaid cards can be purchased using the unit's International Merchant Purchase Agreement Card (IMPAC). Personal convenience is not justification for issuance of a calling card. Members holding calling cards are strictly accountable for control of the card and the calling card number. Once a calling card and PIN have been issued to an individual member, that member is the only authorized holder of that calling card. Neither the card nor the card number and PIN may be "temp loaned" or shared. Sharing of cards or pins will result in the compromise and prompt cancellation of the card by the MARFORRES G-6. MARFORRES G-6 will provide calling cards on a one for one replacement when the current holder transfers/PCS's. Each person issued a card is required to submit a receipt letter acknowledging receipt and understanding of the rules for use and consequences for misuse. Enclosure (1) provides a sample letter. Enclosure (2) is a copy of the form used for purchasing prepaid cards. Members issued calling cards are solely responsible for the official use of that card.

(1) I-I's collocated on a military installation should order their calling cards through their point of contact representing the Base Tel.

(2) Stand-alone I-I's should order their calling cards through the MARFORRES G-6, Telecomm Chief.

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(3) In order to reduce the potential for fraud, waste, or abuse, section heads and I-I's/commanding officers should consider the following:

(a) Calling card calls will not be authorized when DSN or FTS-2001 access is available.

(b) Verify with the issuing telephone office the number of cards issued to the organization.

(c) Validate the requirement for each calling card.

(d) Verify with the card holder that the calling card number is not distributed to any unauthorized users.

(e) If doubt exists concerning the integrity of the calling card number, action should be initiated to cancel the calling card immediately and have it reordered.

(f) If unsolicited cards are received by the I-I, they are to be treated as sensitive items and returned to the issuer with a letter stating that such cards are not desired.

(g) Calling cards will be issued to the I-I sites on a case by case basis. The number of calling cards that an I-I will be issued will be based on a 3 to 1 ratio (i.e., for every three active duty members on the I-I staff, they will rate one FTS-2001 Federal Calling Card).

(h) The I-I or commanding officer is solely responsible for determining which members of the I-I staff or the Select Marine Corps Reserve (SMCR) component receive the calling cards.

(i) Peacetime, Wartime, Support Team (PWST) personnel do not rate additional calling cards in excess of the 3 to 1 ratio for the I-I Staff. In the case of a mobilization/activation of the I-I Staff, the (PWST) personnel will collect ALL FTS-2001 calling cards and request cancellation of said cards from the issuing agency (MARFORRES G-6) within 30 days of the activation. PWST personnel will then reorder calling cards for their team based on the 3 to 1 ratio while acting in the I-I staff's capacity.

(j) The use of any FTS-2001 Federal Calling Cards for the purposes of "dialing-in" to the MARFORRES Reserve Network (R-NET) Remote Access Server (RAS) is NOT authorized. Use of FTS-2001 Federal Calling Cards for this purpose constitutes fraud, waste, and abuse.

c. 1-800 Service (1-800-RES-USMC). The FTS-2001 1-800 Service (1-800-RES-USMC) is an interactive 1-800 feature service for the

MARFORRES sites for official government use only. The sole purpose of the 1-800-RES-USMC service is to provide the I-I Staff and the drilling SMCR personnel with a cost effective way to contact their home training center and to conduct official government business. This service was implemented to provide assistance to the SMCR Marines and to avoid the cost of collect and third party calls that were being billed to the government. Each MARFORRES site has been assigned a 5-digit access code that designates that specific site. When the 1-800 number is called by the service member, a recording will be activated that directs the member to input the 5-digit access code. The call is then transferred to a local phone number at the I-I site that coincides with that specific code.

(1) The 1-800-RES-USMC service and 5-digit access code can be attained by all I-I's through MARFORRES G-6, Telecomm Chief. A letter signed by the I-I or Site Commander requesting the 1-800 service must be sent to the MARFORRES G-6. The letter must contain the following statement: "I understand that the use of FTS-2001 communication services provided at my site, as well as all government furnished communication capabilities, is for official government business only. The 1-800 service will be used as a means of communication between the I-I staff and drilling SMCR personnel for the conduct of official government business. Oversight of the use of communications services will be implemented to prevent unauthorized use. Appropriate corrective action will be taken should unauthorized use be discovered. I further understand that the 5-digit access code for the 1-800 service will not be given to anyone outside of the I-I Staff and the drilling SMCR personnel."

(2) The security access code will be provided directly to the site commander or I-I upon receipt of the request letter by the MARFORRES G-6 via certified mail to prevent unauthorized disclosure.

(3) In order to reduce the potential for fraud, waste, or abuse, section heads, I-I's, and commanding officers should understand the following:

(a) Only the I-I staff and the SMCR personnel that are actively drilling at that Reserve site are authorized to have their specific 5-digit access code.

(b) The 1-800 service is NOT authorized for use by service members' spouses, girlfriends, boyfriends, parents, children, friends, civilian employers, etc.

(c) The 5-digit access code will not be published, distributed or disseminated outside the individual I-I sites (i.e., local phone directories).

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(d) The use of the FTS-2001 1-800-RES-USMC service for the purposes of "dialing-in" to the MARFORRES Reserve Network (R-NET), Remote Access Server (RAS) is NOT authorized. Use of FTS-2001 1-800-RES-USMC service for this purpose constitutes fraud, waste and abuse.

d. Cellular Phones

(1) Cellular phone service should be considered in the following circumstances:

(a) Situations where there are indications of danger to individuals or where emergency service might be needed and there is limited or no other means of communications available.

(b) Situations where normal tactical communications would be inappropriate or impractical and regular government or commercial telephone service is unavailable.

(2) Cellular phone usage strictly for convenience is prohibited. Cellular phones and cell phone service will be funded by the using unit. A unit needing cellular phone service should budget for purchase of the individual cellular phones and approximately one year's worth of service, minute charges, and roaming fees. (Amounts will vary according to unit's location, usage and amount of roaming.) The Funding Administrator (FA) is the billing point for purchase and service.

(3) The unit FA should send requests for cellular phones and service to the MARFORRES Regional Contracting Office. All phones must be previously verified for compatibility with the GTE nationwide contract before purchase. I-I's can contact GTE for service related problems. I-I's can contact GTE and/or the local vendor from which the phone was purchased for maintenance related problems.

e. Video Teleconferencing (VTC). The DISA is responsible for providing to the Department of Defense (DoD) Video Teleconferencing (VTC) community, communications infrastructure that conforms to DoD standards. The Defense Video Services (DVS), is the DoD network that provides VTC connectivity for DoD users worldwide. The DVS is a sub-element of the Defense Information Systems Network (DISN). DISN Video Services - Global (DVS-G) is the contract vehicle for the DVS. The DVS network presently consists of three geographically dispersed Video Hubs that provide interconnectivity to geographically distributed VTC facilities (VTF's). Dedicated and switched (dial-up) services access (both classified and unclassified) are provided. Gateways to commercial VTC networks are also available. A key feature of the network is a centralized

reservation and scheduling system known as the DVS Reservation System (DRS).

(1) MARFORRES G-6 is the Community of Interest (COI) Representative for the Force with overall responsibility for all scheduling policy and issues regarding the COI in accordance with reference (g).

(2) The VTF Facilitator is responsible for VTC scheduling.

(3) A user of an individual VTC desktop or roll-about is equivalent to a VTF Facilitator for the purposes of making reservations to the DVS Reservation System (DRS).

(4) Equipment and Circuits. VTC equipment, circuits, funding, installation, and associated training are the responsibility of the using unit. Units should only purchase equipment which is compatible with the DVS network. Guidelines for purchase of equipment, contract vehicles, vendor listings, and an example for a Request for Service (RFS) can be found in the DISA's VTC Homepage at:

<http://disavtc.spawar.navy.mil/hand.htm>  
<http://disavtc.spawar.navy.mil/desc.htm>

(5) Reservation System and Scheduling. Specific reservation/scheduling procedures are found in the DISA's VTC Homepage at:

<http://multi.nosc.mil/dvsgrs~1.htm>.

(6) I-I Site Commanders should establish unit level VTC scheduling procedures.

f. Remote Access to R-NET. Each R-NET site currently has at least one dial-up access line established for remote access. This capability will remain in place until the R-NET site is migrated to Microsoft Exchange e-mail. Once the migration is complete, there will be no further need for the R-NET site's dial-up line. To support the requirement for remote access to R-NET and to comply with Marine Corps Enterprise Network security policy, a centrally managed remote access service has been established. The following policy applies to the use of remote access services:

(1) Government-owned Computers. Dial-up access to R-NET is provided primarily to permit MARFORRES personnel in a travel status with a government-owned computer full access to R-NET resources. There are a limited number of phone lines available for this purpose. Responsible use of this resource requires personal

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discipline--including composing messages off-line and consciously limiting the amount of connection time. Dial-up use of the Internet is specifically restricted to work-related sites.

(2) Personally-owned Computers. Dial-up access to R-NET with personally-owned computers is not permitted because of the resources required, network security issues, computer virus issues, and software licensing issues. It is important to note that loading Microsoft Outlook to personally-owned computers is not supported by a USMC provided software license. The Lotus Notes client software may be loaded to personally-owned computers, per the software licensing agreement with the vendor. Recognizing that a large number of MARFORRES personnel have access to the Internet via personal accounts with Internet service providers, connecting to the R-NET via the Internet with a personally-owned computer is supported as follows:

(a) Internet access to the Microsoft Exchange mail system is via the Outlook Web Access (OWA) service. There is a link to OWA on the MARFORRES worldwide web site ([www.mfr.usmc.mil](http://www.mfr.usmc.mil)).

(b) Internet access to Lotus Notes databases is provided via the Lotus Notes pass-through server.

## 5. Punishment and Reimbursements to the Government

a. Appropriate administrative and disciplinary action may be taken in all instances of fraud, waste, or abuse of government telephone services. The cost of fraudulent calls is subject to reimbursement to the U.S. Government (via MARFORRES G-6).

b. The U.S. Government should be reimbursed for any cost incurred by individual abuse of telephone services. Any individual responsible for abuse of telephone services may submit a money order or certified check for the total amount due payable to the "U.S. Treasury." Enclosure (3) is a sample letter that should accompany each reimbursement. Include a copy of the detailed call report with the abuse highlighted. Send to:

Commander, Marine Forces Reserve  
Attn: G-6 Telecomm Chief  
4400 Dauphine St.  
New Orleans, LA 70146

c. In any case in which disciplinary action is contemplated, the individual suspected of abusing telephone services must be read his rights under Article 31, UCMJ, before any questions are asked. Contact the SJA for further details on this procedure.



6. Action

a. Force Level Unit I-I's/Commanding Officers and MSC Commanding Generals shall assure that their respective units will:

(1) Review monthly telephone billing records for indications of waste, fraud, or abuse.

(2) Insure that only authorized military/government employees are using government telecommunication assets and that no fraudulent use of such assets occurs.

(3) Insure that reimbursement is made for any unauthorized calls and that the appropriate measures to prevent further abuses are initiated.

(4) Encourage maximum use of 1-800 toll free numbers. In addition to commercial agencies, SMCR members may be accessible by toll free numbers.

(5) Reduce the number of telephone lines which have access to call off base or are able to access commercial numbers.

(6) During drill weekends provide controls on spaces with long distance access telephones.

(7) Provide as a part of unit orientation a brief on telephone capabilities, access and utilization (i.e., DSN, FTS-2001, 1-800 service and the confidentiality of the unit's 5-digit access code, etc.).

(8) Use the Major Subordinate Command (MSC) G-6's as the single POC for problems dealing with telecommunications service and possible situations of abuse. MSC G-6's will be provided access to long distance charge summaries for calling cards, 1-800 numbers, and telephone lines assigned to subordinate units. Force Level I-I's will deal directly with the MARFORRES G-6.

b. MARFORRES Staff Sections shall:

(1) Order telecommunication services through MARFORRES G-6.

(2) Insure that only authorized military/government employees are using government telecommunication assets and that no fraudulent use of such assets occurs.

(3) Insure that reimbursement is made for any unauthorized calls and that the appropriate measures to prevent further abuses are initiated.

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(4) Encourage maximum use of 1-800 toll free numbers. In addition to commercial agencies, SMCR members may be accessible by toll free numbers.

(5) Reduce the number of telephone lines which have access to call off base or are able to access commercial numbers.

(6) During drill weekends, provide controls on spaces with long distance access telephones.

(7) Provide as a part of section orientation a brief on telephone capabilities, access and utilization (i.e. DSN, FTS-2001, 1-800 service and the confidentiality of the unit's 5-digit access code, etc.).

(8) Quarterly, provide a list of end-users specifically authorized to use dial-up R-NET access to the MARFORRES G-6.

c. MARFORRES G-6, Telecommunications Officer/Chief shall:

(1) Act as the POC for and deliver services as provided by FTS-2001.


(2) Insure that the overall bill is received at HQ MARFORRES and that individual bills are being received at the I-I's.

(3) Resolve problems dealing with telecommunications service.

(4) Receive telecommunications reimbursements to the government and assure MARFORRES telecommunications budget is refunded.

(5) Provide all telecommunication services required by Reserve General Officers.

7. Reserve Applicability. This Order is applicable to the Marine Corps Reserve.

  
D. R. SELVAGE  
Chief of Staff

DISTRIBUTION: A/B-5

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SAMPLE RECEIPT LETTER FOR COMMERCIAL CALLING CARDS

(UNIT HEADING)

SSIC  
Ser  
Date

From: Full first name, middle initial, and last name:

SSN:

Rank:

Current billet title:

Current organization:

Daytime Telephone number:

Home Telephone number:

Current mailing address:

To: MARFORRES G-6 Telecommunications Officer/Commanding  
Officer/Inspector-Instructor

Subj: RECEIPT OF FTS-2001 FEDERAL CALLING CARD

Ref: (a) ForO 2060.1

1. In accordance with reference (a), I acknowledge the receipt of one FTS-2001 Federal Calling Card. My card # is \_\_\_\_\_. I understand that:

a. I am solely responsible for the official use of this card. The FTS-2001 Federal Calling Card will be restricted to my use as I am the only authorized holder of this card. Neither the card number or its PIN code may be "temp loaned" to anyone at any time regardless of the reason because it will place my card in a "compromised" status, and at such time cause my card to be immediately canceled.

b. The FTS-2001 Federal Calling Card number listed above is provided for utilization in those instances where FTS-2001 or DSN is not available and long distance calling is required in conducting "Official Military Business".

c. My assigned Federal calling card usage will be reflected on my command's monthly telephone bill or call detail.

d. When I am released from my present duties, I will return my assigned Federal Calling Card to the MARFORRES G-6

ENCLOSURE (1)

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Subj: RECEIPT OF FTS-2001 FEDERAL CALLING CARD

Telecommunications Officer/my Commanding Officer/the Inspector-Instructor prior to detaching from this command.

2. I further understand that the use of this card for the conduct of personal business constitutes fraudulent use of federal property and I could be subject to both administrative and punitive measures and could be required to reimburse the government via MARFORRES G-6.

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(SIGNATURE)

ENCLOSURE (1)

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**FTS-2001 AT&T PREPAID CARD  
GOVERNMENT MARKETS  
CREDIT CARD ORDERING FORM**

DATE: \_\_/\_\_/\_\_

FAX COMPLETED ORDERS TO: AT&T GLOBAL PREPAID CARD CENTER  
ATTN: SUPERVISOR/MAAGER PREPAID CARD CENTER  
FAX #: 1-888-235-2274 OR (407) 475-8766

CUSTOMER ORDERING INFORMATION: (Provisioned in a deactivation status)

.GPPCC Customer Number: \_\_\_\_\_ GPPCC Location Number: \_\_\_\_\_

.Agency Name: \_\_\_\_\_

.Customer Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

.Recipient Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
(If different than customer name)

.Mailing/Billing Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

.Agency Requisition Number: \_\_\_\_\_

(Optional)  
**DENOMINATIONS**  
Restricted -- Domestic/FTS2001  
(discounts apply)

\$5.00 - Packages of 50 @\$4.50/card Product Code - BBXVGGM005	Qty: _____ USOC: VMR11
\$10.00 - Packages of 25 @\$9.00/card Product Code - BCXVGGM010	Qty: _____ USOC: VMR12
\$15.00 - Packages of 25 @\$13.50/card Product Code - BCXVGGM015	Qty: _____ USOC: VMR13
\$20.00 - Packages of 25 @\$18.00/card Product Code - BCXVGGM020	Qty: _____ USOC: VMR14

CARD TYPE: \_\_\_\_\_ CARD #: \_\_\_\_\_ EXP. DATE: \_\_\_\_\_  
(VISA, Mastercard, etc.)

CARD HOLDER NAME: \_\_\_\_\_  
(name as it appears on the credit card)

*Note: Recharges will only be available using the credit card with no discounts applied.*

FORM COMPLETED BY:

Name: \_\_\_\_\_ Group/Title: \_\_\_\_\_ Date: \_\_\_\_\_

ENCLOSURE (2)

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SAMPLE LETTER OF REIMBURSEMENT

(UNIT HEADING)

SSIC  
Ser  
Date

From: Inspector-Instructor, (Unit)  
To: Telecommunications Officer, G-6, MARFORRES  
Subj: REIMBURSEMENT FOR UNAUTHORIZED TELECOMMUNICATIONS SERVICE  
Ref: (a) ForO 2060.1  
Encl: (1) Copy of Bill with Highlighted Abuses  
(2) Reimbursement

1. Per the reference, it has been established that unauthorized telecommunications service was obtained on (calling card number, telephone number, or the extension with 1-800 RES-USMC). Enclosure (1) provides the detailed information. All phone calls in question are highlighted.
2. Subject Marine has admitted to making the phone calls and reimbursement is provided at enclosure (2).
3. Point of contact on this matter is (Inspector-Instructor) at (xxx) xxx-xxxx.

Signature  
typed name

ENCLOSURE (3)